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Group Health Plans and Health Insurance Issuers: Internal Claims and Appeals and External Review Processes

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General Comment

Good morning. I'm writing to inform you that it is critical that the language access be set as follows:

- (1) a minimum of 10% of total plan participants in a given language or 500 persons, whichever is less and; where it is 100 persons or less that it be 25%;
- (2) written translations for individual plans set at a minimum of 10% of the county population and;
- (3) oral interpretations for all individual plans to comply with the well established civil rights law that mandates that oral interpretation should be provided in the health and health insurance context for all languages.

Respectfully submitted,

Alina Salvat